Quick Reference Guide – NV DIRECT – Direct Secure Messaging (DSM)

Overview

The tips outlined in the Quick Reference Guide are designed to assist End Users in reading, replying, composing, and sending Direct Secure Messages.   For more information, see NV DIRECT User Manual.

Log In

- Log into Clinical Portal with assigned username and password
- Navigate to Messaging>Secure Messages

Read and Reply

- Default view displays **Inbox** in descending date order
- Unread emails are in **Bold** font
- Select a message to open, message displays in the right pane
- Select **Reply, Reply All,** or **Forward** button from top navigation bar
- Compose message
- **Add Attachment, Save As Draft** or **Send my Reply**

Compose New Email

- Select **New Email** from **New** dropdown (secondary navigation bar)
- Start typing contact name in **To** field to populate available email addresses and select correct recipient
- Enter **Subject**
- Click **More** to display cc:, bcc: or list the attachments to the message
- Click **Read Receipt** to request read receipt from recipient
- Enter Message body, standard editing toolbar is displayed
- Click and **Add Attachment** if necessary
- Click **Save As Draft** or **Send Email**

Add Attachment

- With **Reply** or **New Email** message open;
- Click **Add Attachment**
- Select file from library
- **Add Attachment** (to add another attachment), **Save As Draft** or **Send Email**

Additional Information

For detailed information regarding the use and features of Direct Secure Messaging, please reference NV DIRECT User Manual.

Please contact the NV DIRECT Help Desk for technical assistance @ 775.684.7591 M-F 8am – 5pm PST or megan.may@dhhs.nv.gov .

Navigation and Icons

Primary Navigation Bar:

Email Access **Email** folders: **Inbox, Drafts, Sent, Spam** and **Trash**

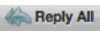Contacts Access **Contacts** folders: **Personal, Global, Shared, Remembered**, **Favorites and Group**

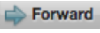Settings Access **Webmail Settings, Anti-Spam Settings, Email Filters** and **Mail Options**
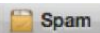
Secondary Navigation Bar:

New New Email or New Contact

Get Mail Refresh Inbox
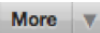
Reply Reply to sender

Reply All Reply to all recipients of the original message

Forward Forward to a contact NOT included in original email

Spam Moves selected email(s) to Spam Folder

Delete Delete selected email(s)

More Dropdown to **Select All, Deselect, Flag, Remove Flag, Mark as Unread, Mark as Read** for selected email(s)

Message Icons:

i Display message information such as **From, To, Date** and **Subject** of the message

↩ Reply to current email

↩ Dropdown to select **Reply All, Forward, Forward Attachment, Mark as Read, Mark as Unread, Add to Contacts, View Headers, Print** and **Download Email**